

3C: Paratransit Operating Procedures

3.C.7 Wheelchair Lift Failure (For Fixed Route, refer to 3.B.4)

Issued: 3/22/2011 Revised:

When an Operator calls Dispatch advising that he/ she is at a bus stop with a wheelchair customer and the lift will not operate, the dispatch will get the location, direction of travel, and route of the bus/van. Dispatch will then give the Operator an estimated time of arrival of the vehicle coming to transport the customer. The Operator is to be reminded not to leave the location of the wheelchair customer until he/ she has communicated to the wheelchair customer that a vehicle will be sent out to transport him/her and an estimated time of arrival. The Operator will also be reminded to write the defect on the Drivers Vehicle Report (DVR)

Log all information on the Dispatch radio log.

It is very important that the wheelchair customer be picked up and transported within the frequency of the route. For example, if the route the passenger was attempting to ride is a half-hour service route, then he/ she must be picked up and transported within 30 minutes. If the route is an hour service route, then the passenger must be picked up and transported within the hour. IT IS OUR INTENTION TO TRANSPORT THE PASSENGER IMMEDIATELY.

If for some reason the wheelchair customer is unable to be transported, the supervisor must immediately notify the General Manager or Director of Paratransit Operations. The Road Supervisor will then check the wheelchair -- lift of the bus/van that reported the failure. The Road Supervisor will complete an Incident Report on his/ her findings. If the wheelchair lift is found to be operating, the Road Supervisor is to counsel the Operator and issue a written discipline.